

# **EMERGENCY COMMUNICATIONS ASSISTANT MANAGER**

## **GENERAL RESPONSIBILITIES**

Manages the daily operations of the 911 Center including scheduling and staffing, providing training, ensuring quality assurance, and performing quality review of calls in compliance with Standard Operating Procedures (SOP), protocols, certification standards, Federal, State, and local laws. Requires working with others in a confined area for long periods of time without leaving the facility. Work schedule may include holidays, nights and weekends and requires availability for emergency callback.

**ESSENTIAL TASKS** include the following; other duties may be assigned.

1. Perform supervisory responsibilities in accordance with the current Carroll County Personnel Ordinance, County policies and applicable laws
2. Responsible for day-to-day operations of ECC to include scheduling and staffing
3. Develop, implement and maintain Quality Assurance and Improvement programs in accordance with vendor, County, State and Federal regulations and standards
4. Perform quality review of emergency calls through 9-1-1 and other channels in accordance with the ECC policies and procedures and State guidelines
5. Implement quality improvement best practices with input from the Dispatch Review Committee and the Medical Director
6. Perform function related to the Freedom of Information Act requests as an agency Custodian of Records; testify in open court as to the certified record
7. Promote and maintain effective relationships with governmental partners, internal departments, external operations vendors, Carroll County Volunteer Emergency Services Association and other allied agencies
8. May provide agency representation at County, State, and regional meetings for delivery of 911 services
9. Develop, evaluate, and modify internal policies and procedures as directed by management
10. Coordinate the development of Standard Operating Procedures in support of Fire/EMS and Police services
11. Provide initial, recertification and other training as required of Emergency Communications personnel in accordance with the ECC policies and procedures and State guidelines
12. Perform duties of the Emergency Communications Manager and Emergency Communications Specialist Supervisors as needed
13. Compile reports and records required by management or other government agencies
14. Address errors and complaints
15. Perform related duties as to specific assignments
16. Any employee may be identified as Essential Personnel during emergency situations
17. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
18. Communicate with managers, supervisors, co-workers, citizens, and others; maintains confidentiality; and represents the County.

## **EDUCATION AND EXPERIENCE**

1. Bachelor's degree in Public Safety, Public or Business Administration, or related field
2. Four years experience in emergency communications services
3. Two years supervisory experience

\*A comparable amount of training and experience may be substituted for the minimum qualifications.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Read, analyze, and interpret information, policies, and legal documents
2. Respond to inquiries or complaints from employees, citizens, members of the business community, or regulatory agencies
3. Apply knowledge of police, fire, and emergency medical services dispatch criteria, procedures, and terminology as it related to Carroll County
4. Demonstrate knowledge of Carroll County geography and landmarks and apply map reading skills
5. Work rapidly and accurately, and speak calmly and clearly in emergency situations
6. Operate communications equipment such as radio transmitter and receiver, radio console, emergency phone system, and hearing-impaired teletype
7. Type accurately at a minimum of 25wpm and applies effective keyboarding skills
8. Apply rules and regulations of Federal Communications Commission

## **CERTIFICATES, LICENSES, REGISTRATIONS**

1. Emergency Telecommunicator Instructor Certification (or must obtain within one year of employment)
2. Requires criminal background check as condition of employment
3. CPR certification (or must obtain within six months of employment)
4. Emergency (Medical/Fire/Police) Dispatch Certification (or must obtain within one year of employment)
5. Emergency (Medical/Fire/Police) Dispatch "Q" Certification (or must obtain within 18 months of employment)
6. State required Federal and State criminal history record check for CJIS certification
7. CJIS Certification (or must obtain within one year of employment)
8. Valid driver's license